

MLTI DEPLOYMENT UPDATE

HP PROBOOK SOLUTION



HOT SWAP MODEL



Depot Hot Swap Pool

MLTI School



School Spares



Student Devices



TECHNOLOGY INITIATIVE



Depot Hot Swap Pool

Student Device fails

MLTI School



School Spares



Student Devices



Depot Hot Swap Pool

- Tech issues spare
- Alerts Help Desk
- Help Desk Ships Hot Swap Spare “backfill”

MLTI School



School Spares



Student Devices





Depot Hot Swap Pool

Another student device fails and needs repair

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School Spares



Student Devices



Depot Hot Swap Pool

- Tech issues spare
- Alerts Help Desk
- Help Desk Ships Hot Swap Spare “backfill”

MLTI School

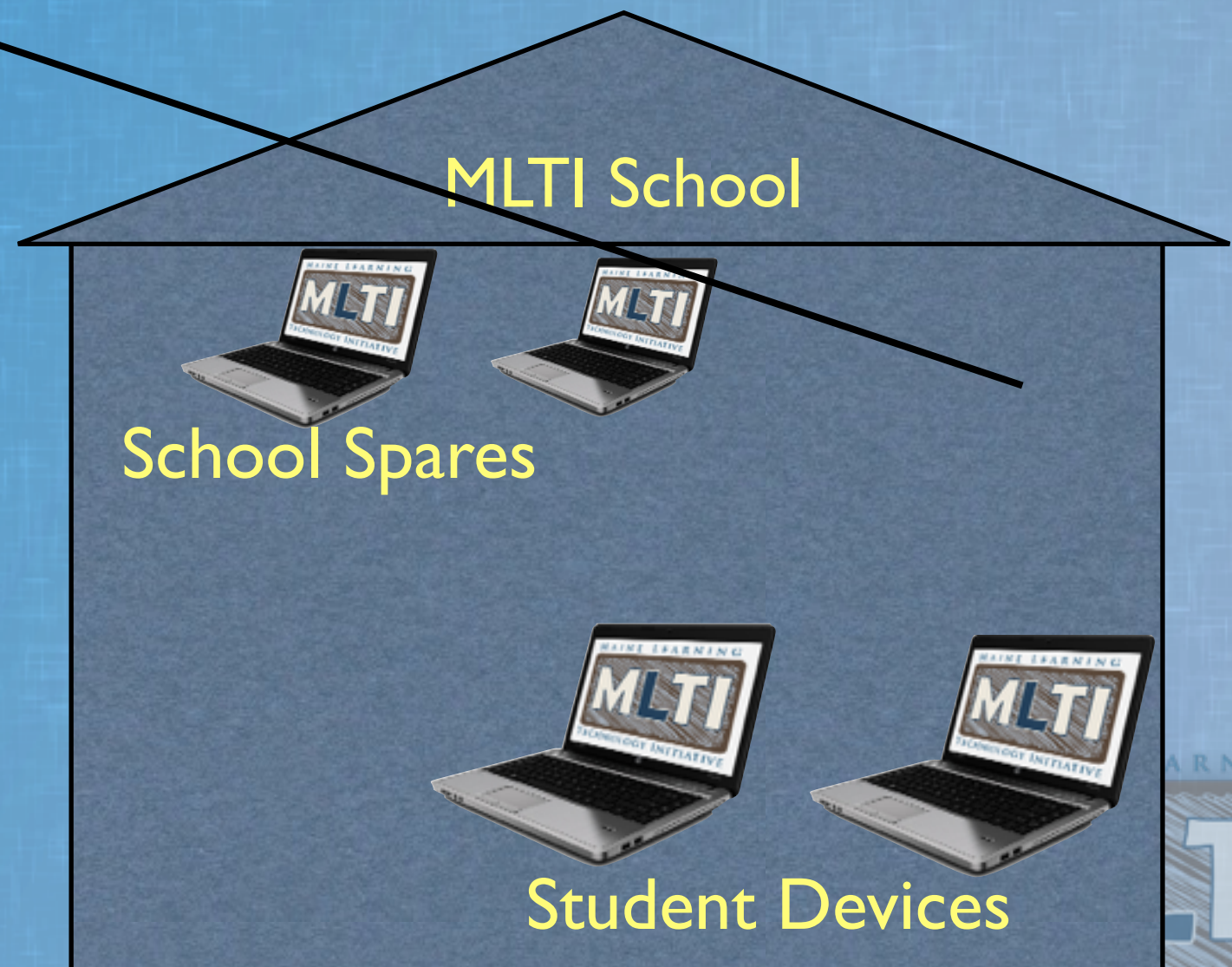
School Spares

Student Devices



TECHNOLOGY INITIATIVE

Schools **MUST** return the defective units to the Depot or the Depot *will run out* of Hot Swap “backfills” to ship to schools!



WHEN RETURNING A DEVICE...

- Include the battery with the laptop
- NO STICKERS!
 - Remove all stickers
 - Clean the device
- Verify SN# on the shipping label matches the laptop

HP MLTI

ACCIDENTAL DAMAGE PROTECTION
(ADP)



TECHNOLOGY INITIATIVE

WHAT'S COVERED?

- Accidental damage is defined as physical damage to a product caused by or resulting from an unexpected incident that renders the unit inoperable
 - Qualified Incident
 - Examples: unintentional liquid spills, drops, falls, electrical surges
 - Qualified Hardware
 - Coverage of main unit and HP supplied internal components, including memory and optical drive
 - Intended Use
 - Using the product in a manner and environment that was intended by the manufacturer
 - Claims Submission
 - Claims must be submitted within 30 days of occurrence
 - 30 day wait period for customers' who purchase their services more than 30 days after their hardware
- Unlimited Claims



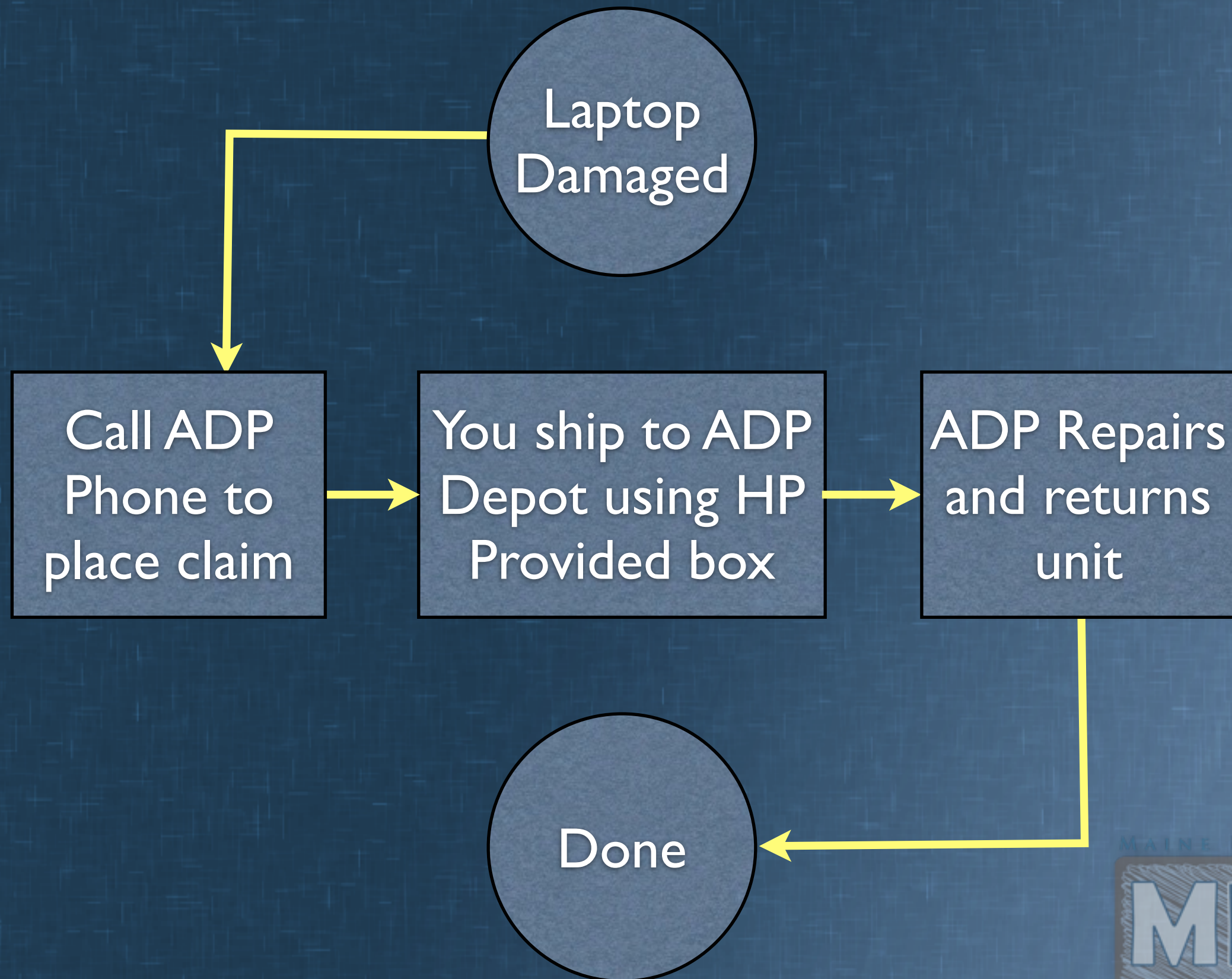
TECHNOLOGY INITIATIVE

WHAT'S NOT?

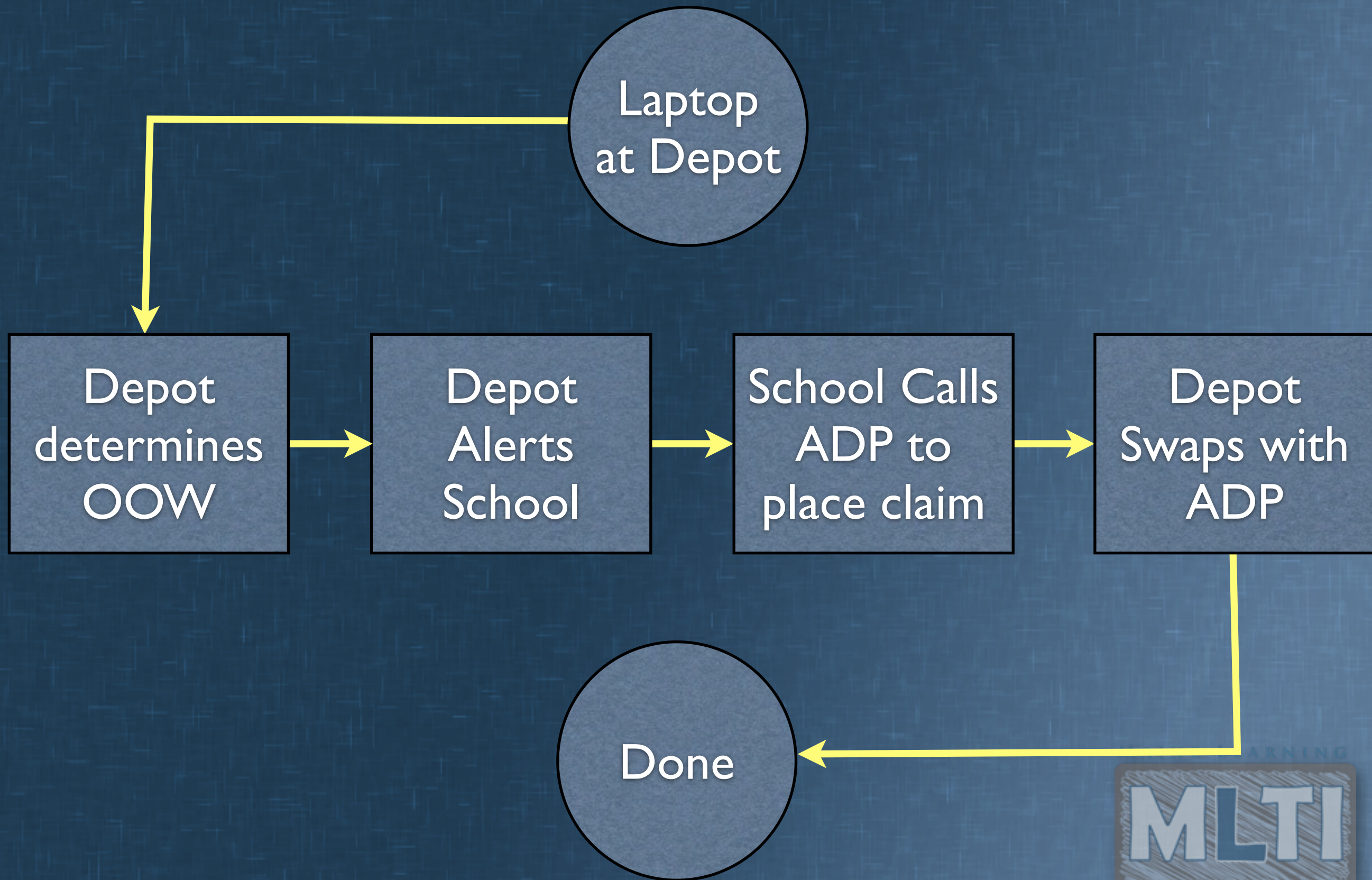
- Theft, fraud, unexplained or mysterious disappearance, misuse, abuse or willful act
- Repair by unauthorized technician/partner or use of damaged or defective media
- Damages to hardware that does not have a valid warranty or HP Accidental Damage Protect (ADP) Care Pack on the object of service
- Damage due to exposure to hazard, including bio-hazardous materials (blood, urine, vomit; human or animal)
- Normal wear or cosmetic damage, damage that does not affect the operation of the unit
- Consumable items such as batteries, removable media, Tablet PC pens.
- Fire, Flood, Hazards, Vehicle accident, terrorist, or War/Nuclear/Police Incidents
- Alteration or modification of product in any way



HOW WILL IT WORK?



HOW WILL IT WORK?



PRICING

Term	Total Cost per
1 Year	\$18.38
2 Years	\$27.43
3 Years	\$43.47
4 Years	\$77.83

DEADLINES

- Year One Coverage
 - December 13, 2013
- Year Two-Four Coverage
 - April 11, 2014
- All costs will be invoiced immediately

MORE INFORMATION

- Post on the MLTI web site
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WEBINAR

DECEMBER 6, 2013

2 PM

<http://stateofmaine.adobeconnect.com/mltiupdate/>

